



**Current approach is to submit requests (NCRs)**

**esdis-cw@lists.nasa.gov**

**Common Request(s) include:**

- Bugs or functional issues
- Clarification of processes from (or not included) in the EOSDIS Website User's Guide
- Suggestions for changes in structure/design or content on the site (for example: Top Hat listing)





## *NCR Current Process*

1. NCRs are received via email address
2. Items are entered into a temporary tracking tool and prioritization is attached depending on the type of request
3. NCRs are covered internally by CW team during its weekly meeting
4. A NCR status is provided to the CW community via the Thursday update discussion on a bi-weekly/weekly (as needed basis)
5. Once an NCR is addressed (completed/deferred/etc.) the individual stakeholder is contacted.



## *NCR Current Process*

The current process can and will be improved.

- An Advisory Group is being formed by Matt Cechini and Steve Kreisler to address requirements/etc. related to a new solution
- The new tracking tool is scheduled as part of Phase 2/Milestone 2 development (Q4 2011)
- A full schedule will be released after the Advisory Group has convened. Tentative schedule to be discussed in coming two weeks.



# *Questions/Comments*

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